

1 Purpose

The purpose of this procedure is to ensure student fees are charged, received and refunded in a consistent, equitable and transparent manner in accordance with SuniTAFE’s Fees and Charges Policy.

2 Scope

This procedure applies to all staff calculating and taking payment for student fees in all government subsidised and non-subsidised accredited training and lifestyle courses.

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4 Definitions

| ACRONYM / Term | Definition |
|--------------------------------------|---|
| SMS | Student Management System |
| Standard Tuition Fee Schedule | Standard fee charged per Student Contact Hour per unit of competency for a calendar year enrolment for accredited courses |
| The Board | The Board is established by the Minister to oversee and govern Sunraysia Institute of TAFE |
| VSL | VET Student Loans |

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5 Actions

5.1 Determining Student Course Fees

- 5.1.1 The Standard Tuition Fee Schedule will be reviewed annually for accredited training as outlined within the *Student Fees Pricing Policy*.
- 5.1.2 Variations to the Standard Tuition Fee schedule such as promotional prices must be approved by the Executive Leadership Team.
- 5.1.3 Material fees will be reviewed annually by the responsible Education Delivery Manager.
- 5.1.4 Short Course program fees will be reviewed annually by the responsible Education Delivery Manager and approved by the Senior Manager Education Delivery.
- 5.1.5 Annual amendments to material fees and short course fees must be submitted to the Senior Manager Administration by July each year.

5.2 Student Management System Configuration of Student Fees

- 5.2.1 SMS will be configured with approved fees to ensure automatic and accurate application of fees at enrolment.
- 5.2.2 Senior Manager Administration is responsible for ensuring the configuration of fees in the SMS are in line with approved fees.
- 5.2.3 Fees will be published for the academic year to the website in line with the approved Standard Fee Schedule as configured within the SMS and in accordance with the requirements of the VET Funding Contract and Victorian VET Student Statistical Collection Guidelines.

5.3 Fee Information to Students

- 5.3.1 Indicative tuition fees and material fees for accredited training products will be published to the website.
- 5.3.2 Short course fees will be published to the website.
- 5.3.3 Students will be provided with an itemised Statement of Fees prior to enrolment in written format generated from the SMS, with the exception of short course enrolments that are not on the funded courses list, which will include:
 - (a) code, title and currency of the program;

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- (b) the total cost to them for their program, taking into account any Fee Concessions and Fee Waiver entitlement in the case of government subsidised training;
- (c) the approximate value of the contribution from the Government expressed in dollars in the case of government subsidised training; and
- (d) any other applicable fees, such as material fees.

5.3.4 Students will be issued with a tax invoice following the enrolment within the SMS outlining the fees payable.

5.3.5 Records of all fees received from students, including copies of any invoices or statements provided to students will be retained on the student file.

5.4 Fee Concessions

5.4.1 The Institute will apply a fee concessions on standard tuition fees for students who are eligible for government-subsidised training under the *Skills First Program* where the student can provide evidence with their enrolment application.

5.4.2 Fee concessions will be applied to enrolments in programs as determined by the *Skills First Program*.

5.4.3 Fee concessions will be charged at 20 percent of the standard tuition fee.

5.4.4 A student's entitlement for fee concessions will be checked as part of the enrolment application process and evidence of entitlement retained with the student's enrolment file.

5.4.5 Fee concessions granted to students will be reported in accordance with the Victorian VET Student Statistical Collection Guidelines.

5.5 Tuition Fee Waivers

5.5.1 Fee waivers on standard tuition fees will be granted for students who are eligible for government-subsidised training and exempt from being charged tuition fees under initiatives within the *Skills First Program*.

5.5.2 A student's entitlement for a fee waiver will be checked as part of enrolment and prior to the commencement of training and evidence of entitlement retained with the student's enrolment file.

5.5.3 The Institute will report all fee waivers granted in accordance with the Victorian VET Student Statistical Collection Guidelines.

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5.6 Approved Fee Variations for Student Fees

- 5.6.1 Fees may only be varied from the fees calculated by the SMS where an application to Vary Fees is approved at enrolment.
- 5.6.2 Students unable to pay fees as a result of financial hardship and/or disadvantage may make an application for a variation of fees to Student Support Services as per the process outlined in the *Variation of Student Fees Procedure*.

5.7 NSW Smart and Skilled Apprenticeship Fees

- 5.7.1 Apprentices eligible for subsidised training under the NSW Smart and Skilled Cross Border Contract will be charged fees as determined by the NSW Government Department of Industry Training Services.
- 5.7.2 Students will be issued a Notification of Enrolment indicating the fee, subsidy and loadings applicable to the student for the full program enrolment.
- 5.7.3 Students will not be charged material fees or any other additional fees.
- 5.7.4 Student fees are for the whole qualification and will be determined at the initial enrolment, even where the student is undertaking training across a number of years.
- 5.7.5 A copy of the Notification of Enrolment will be retained with the student's enrolment file.

5.8 Payment of fees charged to students

- 5.8.1 A student is deemed to be enrolled when all fees and charges for the enrolment are:
 - (a) paid in full via EFTPOS at any campus
 - (b) paid in full via bank deposit to SuniTAFE's nominated bank account
 - (c) committed to an approved payment plan
 - (d) tuition committed to deferral against a VET Student Loan
 - (e) committed to payment via a Fee Sponsorship Agreement or paid by a third party or sponsor such as an employer or job network agency

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5.9 Payment by Instalment Plans

- 5.9.1 Students may apply for a Payment by Instalment Plan offered via third party arrangement with DebitSuccess or Centrepay as outlined in *Appendix D – Payment by Instalment Plans*.
- 5.9.2 Payment by Instalment Plans must be in the name of the student.
- 5.9.3 In accordance with debt recovery regulations, for students under 18 to enter into a DebitSuccess payment plan:
- (a) a parent or guardian must sign and accept both the Payment by Instalment Plan Service Agreement and Direct Debit Authority form on the student's behalf; or
 - (b) a guarantor must co-sign and accept the Payment by Instalment Plan Service Agreement and Direct Deposit Authority with the student and accept all responsibility for any unpaid fees and/or charges which may arise as a result of a default on the direct debit.
- 5.9.4 Payment by Instalment Plans will not be approved for students who have a history of irregular or defaulting of payments with SuniTAFE or have fees outstanding from previously completed enrolments.
- (a) Parents and guarantors for students under 18 will be subject to the same requirements.
 - (b) Applicants may submit a request for consideration of approval for a payment plan to the Senior Manager Administration where their application is declined due to a history of irregular payments or previously outstanding debt.
- 5.9.5 Where a Payment by Instalment Plan is refused following the request for consideration of approval for a payment plan to the Senior Manager Administration, the applicant will be notified in writing outlining the reason for refusal.
- (a) The applicant may, within 7 days apply in writing to the General Manager, Student Experience for a reconsideration of the refusal.
 - (b) The General Manager, Student Experience will notify the applicant within 7 days of the outcome of their final decision.
 - (c) Where the decision of refusal is upheld, the balance of all enrolment fees will be due within 7 days' notice of the outcome of the final decision.

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- 5.9.6 All students and co-signing parents/guardians and guarantors will receive a copy of the completed Payment by Instalment Plan application form.
- 5.9.7 All students undertaking a Payment by Instalment Plan must agree to repayments being debited directly from their bank account, or through Centrepay if they are receiving Centrepay payments.
- (a) Where bank details or Centrepay details are incorrect, students will be provided with 5 days to provide correct information.
 - (b) Repayments that default on due dates will be considered overdue and further Payment by Instalment Plans will not be provided.
 - (c) Repayments more than 60 days overdue, where alternative arrangements have not been communicated to the Customer Service Team will be referred to a debt collection agency via the Finance Team.
 - (d) Students will be liable for all charges incurred as a result of recovery action, including fees and charges applied by the credit agency.
 - (e) Students with outstanding debts will not be issued with certificates until all fees are paid in full.

5.10 VET Student Loans

- 5.10.1 Students eligible for VET Student Loans can defer all tuition costs to this loan where they have not exceeded the course cap or their lifetime limit.
- 5.10.2 Fees deferred to VET Student Loan will be charged evenly over at least three census dates.
- 5.10.3 Students taking up a VET Student Loan will be enrolled and fees calculated and will be subject to a two-day cooling off period before submission of the Electronic Commonwealth Assistance Form (eCAF).

5.11 Third Party or Sponsors

- 5.11.1 Payment of student material and tuition fees may be made via a third party or sponsor such as an employer or job network agency where a Fee Sponsorship Agreement has been authorised.
- 5.11.2 Fee Sponsorship Agreements must be approved by an authorised representative of the third party/sponsor at the time of enrolment.
- 5.11.3 Payment terms for third parties/sponsors are 30 days from invoicing.

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- 5.11.4 Where a sponsor or third party fails to make payment in line with the payment due dates the finance department will carry out the usual collection fee in accordance with the *Debt Collection of Bad Debts Procedure*.
- 5.11.5 Sponsors must advise in writing if they wish to withdraw their sponsorship during the term of sponsorship.
- 5.11.6 Sponsors will remain liable for fees of all units commenced and where materials are retained by the sponsored student where a sponsorship has been retracted.
- 5.11.7 Students are liable for any fees a sponsor has not agreed to pay.

6 Associated Documents

- Admission and Enrolment Policy
- Application to Re-credit a HELP Balance
- Application to Vary Fees – Domestic Students
- Centrelink Deduction Authority – Educational Expenses
- Certificate Issuance Policy
- Concession Confirmation Declaration – Skills First Program
- Debt Collection of Bad Debts Procedure
- Debt Management Policy
- Eligibility Assessment Procedure
- Enrolment Procedure
- Fee Sponsorship Agreement
- International Student Enrolment and Re-enrolment Procedure
- Management of Personal Student Information Procedure
- Payment by Instalment Plan Service Agreement
- Refund of Course Fees Policy
- Student Fees Pricing Policy
- Variation of Student Fees Procedure
- VET Student Loans Entry Procedure
- VET Student Loans Request
- VET Student Loans Student Review Procedure

7 References

- 2024-25 Guidelines About Fees – *Skills First Program*
- 2024-25 TAFE VET Funding Contract – *Skills First Program*
- 2025 Victorian VET Student Statistical Collection Guidelines
- Education and Training Reform Act 2006 (Vic)
- NSW Smart and Skilled Apprenticeship and Traineeships Contract
- Standards for RTOs 2025

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- VET Student Loans (Courses and Loan Caps) Determination 2016
- VET Student Loans Act 2016

8 Forms / Record Keeping

| All records generated by this procedure should be listed and must state title, location, responsible officer and minimum retention period. | | | |
|--|------------------------|-------------------------------|--------------------------|
| Title | Location | Responsible Officer | Minimum Retention Period |
| Evidence of Fee Waivers and Concessions applied | Student Administration | Senior Manager Administration | 7 years |
| Payment by Instalment Plan documentation | Student Administration | Senior Manager Administration | 7 years |
| Statement of Fees, Invoices and receipts | Student Administration | Senior Manager Administration | 7 years |

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9 Appendix A – 2025 Fee Schedules

| 2025 Standard Tuition Fees – Domestic Students | | | | |
|--|------------------------|-------------------------------------|--|------------------------------------|
| AQF LEVEL | COHORT | STANDARD TUITION RATE \$ per SCH | STANDARD CONCESSION TUITION RATE \$ per SCH | 2025 FULL FEE PAYING \$ per SCH |
| Foundation Courses | Non-Apprentice/Trainee | \$1.05 | \$0.21 | \$2.10 |
| Certificate I | Non-Apprentice/Trainee | \$3.45 | \$0.69 | \$4.60 |
| Certificate I *Free TAFE Priority List | Non-Apprentice/Trainee | \$5.25 | \$1.05 | \$5.25 |
| Certificate II | Non-Apprentice/Trainee | \$3.45 | \$0.69 | \$4.60 |
| Certificate II *Free TAFE Priority List | Non-Apprentice/Trainee | \$5.25 | \$1.05 | \$5.25 |
| Certificate III | Non-Apprentice/Trainee | \$4.10 | \$0.82 | \$5.25 |
| Certificate III *Free TAFE Priority List | Non-Apprentice/Trainee | \$6.30 | \$1.26 | \$6.30 |
| Certificate IV | Non-Apprentice/Trainee | \$4.10 | \$0.82 | \$5.25 |
| Certificate IV *Free TAFE Priority List | Non-Apprentice/Trainee | \$7.35 | \$1.47 | \$7.35 |
| Diploma to Advanced Diploma | Non-Apprentice/Trainee | \$4.60 | \$0.92 | \$5.80 |
| Diploma to Advanced Diploma *Free Priority TAFE List | Non-Apprentice/Trainee | \$9.45 | \$1.89 | \$9.45 |
| Certificate I and II | Apprentice/Trainee | \$3.45 | \$0.69 | \$4.60 |
| Certificate III and IV | Apprentice/Trainee | \$3.45 | \$0.69 | \$5.25 |
| Diploma and Advanced Diploma | Apprentice/Trainee | \$3.45 | \$0.69 | \$5.80 |

| 2025 International Student Fees | | |
|--|-----------|-----------------|
| COURSE | TERM COST | FULL COURSE FEE |
| Certificate IV in Accounting and Bookkeeping | \$3,640 | \$7,280.00 |
| Diploma of Accounting | \$3,900 | \$7,800.00 |
| Advanced Diploma of Accounting | \$3,900 | \$7,800.00 |
| Certificate III in Nursery Operations | \$3,640 | \$14,560.00 |
| Certificate III in Horticulture | \$3,640 | \$14,560.00 |
| Diploma of Horticulture | \$3,640 | \$14,560.00 |
| Certificate III in Light Vehicle Mechanical Technology | \$3,900 | \$15,600.00 |
| Certificate IV in Automotive Mechanical Diagnosis | \$3,900 | \$7,800.00 |
| Diploma of Automotive Technology | \$3,900 | \$7,800.00 |
| Certificate III in Individual Support | \$3,900 | \$7,800.00 |
| Certificate IV in Kitchen Management | \$3,900 | \$23,400.00 |
| Diploma of Hospitality Management | \$3,640 | \$7,280.00 |
| Advanced Diploma of Hospitality Management | \$3,640 | \$7,280.00 |
| ELICOS – Intermediate | \$2,600 | \$5,200.00 |
| ELICOS – Upper Intermediate | \$2,600 | \$2,600.00 |
| Certificate III in Early Childhood Education and Care | \$3,900 | \$15,600.00 |
| Diploma of Early Childhood Education and Care | \$3,900 | \$15,600.00 |

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10 Appendix B – Administrative Miscellaneous Fees

Certificate Replacement Fees

| HARD COPIES | FEE |
|--|------------------|
| Accredited Certificate | \$50.00 |
| Accredited Certificate (prior to 2000) | \$80.00 |
| Statement of Attainment | \$20.00 |
| Participation Statement | \$15.00 |
| Statement of Results | No charge |
| Postage within Australia - Registered | \$20.00 |
| Postage Fee international - Registered | Upon application |
| DIGITAL MYEQUALS REPLACEMENT/REPRINTS OF CERTIFICATES | FEE |
| Accredited Certificate for students who completed their studies after 1 January 2024 | No charge |
| Accredited Certificate for students who completed their studies after 1 January 2024 and before 1 January 2000 | \$50.00 |
| Accredited Certificate for students who completed their studies before 1 January 2000 | \$80.00 |
| Statement of Attainment | \$20.00 |
| Statement of Results | No charge |

Library Fees

| | |
|--------------------------------------|--------------|
| Replacement cost for overdue books | Cost of book |
| Replacement cost for Student ID Card | \$3.00 |

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11 Appendix C – Payment by Instalment Plans

| Payment Plan Schedule – DebitSuccess and Centrepay | | | | | |
|---|----------------|---|---|--|----------------|
| | SHORT COURSE | FOUNDATION TO CERTIFICATE IV | DIPLOMA AND ADVANCED DIPLOMA | RECOGNITION OF PRIOR LEARNING | INTERNATIONAL |
| Material Fees | Not available | Yes | Yes | Not applicable | No |
| Tuition Fees | Not available | Yes | No - <i>Unless</i> course tuition cap is exceeded on VSL for the student <i>or</i> the course is deemed not eligible for VSL. | Yes | No |
| Minimum fees incurred | Not applicable | Centrepay: \$100 DebitSuccess: \$250 | Centrepay: \$100 DebitSuccess: \$250 | Centrepay: \$100 DebitSuccess: \$250 | Not applicable |
| Fees charged to take out payment plan | Not applicable | DebitSuccess: nonrefundable fee \$15 administration fee and 5.5% added to the total fees owing on the payment plan. Centrepay: no additional costs | DebitSuccess: nonrefundable fee \$15 administration fee plus 5.5% added to the total fees owing on the payment plan. Centrepay: no additional costs | DebitSuccess: nonrefundable fee \$15 administration fee plus 5.5% added to the total fees owing on the payment plan. Centrepay: no additional costs | Not applicable |
| Documents to be completed for the student to access a Centrepay Payment Plan | Not applicable | DebitSuccess: Payment by Instalment Agreement Part A, Part B fees over \$5000 Centrepay: Centrepay Deduction Authority – Educational Expenses | DebitSuccess: Payment by Instalment Service Agreement, Part A, Part B fees over \$5000 Centrepay: Centrepay Deduction Authority – Educational Expenses | DebitSuccess: Payment by Instalment Agreement Part A, Part B fees over \$5000 Centrepay: Centrepay Deduction Authority – Educational Expenses | Not applicable |
| Documents to be completed for the student to access a DebitSuccess Payment Plan | Not applicable | Payment by Instalment Agreement Part A, Part B if total fees over \$5000 and DebitSuccess Direct Debit Request and Contract | Payment by Instalment Agreement Part A, Part B if total fees over \$5000 and DebitSuccess Direct Debit Request and Contract | Payment by Instalment Agreement Part A, Part B if total fees over \$5000 DebitSuccess Direct Debit Request and Contract | |
| Repayment Schedule | Not applicable | Fortnightly scheduled payments | Fortnightly scheduled payments | Fortnightly scheduled payments | Not applicable |
| Minimum scheduled payment | Not applicable | \$50 minimum scheduled fortnightly payment | \$50 minimum scheduled fortnightly payment | \$50 minimum scheduled fortnightly payment | Not applicable |
| Term of Payment Plan | Not applicable | Final payment date scheduled 30 days prior to the program date | Final payment date scheduled 30 days prior to the program end date. If Tuition fees included under the VSL exceptions must be finalised prior to census dates. | Maximum of 10 fortnightly scheduled payments | Not applicable |
| Default Fee | Not applicable | DebitSuccess: \$14.95 for each failed payment Centrepay: Not applicable | DebitSuccess: \$14.95 for each failed payment Centrepay: Not applicable | DebitSuccess: \$14.95 for each failed payment Centrepay: Not applicable | Not applicable |

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